



**Emergency Dock Repair Service
Cobourg Grocery Store**

Cobourg, ON



Project Overview

A grocery store in Cobourg, was having problems with dock leveler. It wasn't operating well, the dock was difficult to control and would take a lengthy time to store.

The store was concerned that they would be facing an expensive repair to replace the broken components. So they reach out to our 24/7 emergency service team to discover the root cause of the issue and get a quote for the repairs.

Our dispatch team was able to get a loading dock specialist to the site within 2 hours of the grocery store calling us.

After arriving at the site and inspecting the dock, our knowledgeable dock service technician was able to determine that the hydraulic system just needed an adjustment.

Our technician was able to resolve the issues in a single service call rather than a costly replacement. After adjusting the sequence value a quart turn, the dock leveler was working great again.

With time left in the minimum service call, our technician was able to go above and beyond by cleaning out the dock pit. He was able to clean out one full garage bag of debris from the pit.

- ✓ Emergency repair
- ✓ First time fix
- ✓ Operational efficiency
- ✓ Workplace safety
- ✓ Workplace productivity

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